



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY

HEADQUARTERS III CORPS AND FORT HOOD
FORT HOOD, TEXAS 76544-5028

AFZF-PW

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Procedures for Submitting Service Orders to DPW

1. The purpose of this memorandum is to define procedures for submitting service order requests to the Directorate of Public Works (DPW).

2. For three consecutive years, Fort Hood has been resourced to accomplish only Priority 1 (health and safety) and emergency service orders. We currently have a backlog of over 6600 work requests. Barracks generate over 38% of our service orders and gaining access to barracks rooms is a challenge. On 58% of our responses to service calls, we are unable to locate the individual that called in the service order and gain the necessary access. Additionally, DPW receives duplicate calls for the same problem, sometimes with conflicting information. With constrained resources, we must change the way we do business.

3. Effective 1 March 2002, DPW will accept (other than emergency) service orders only from personnel designated by unit commanders. DA Form 1687 (Delegation of Authority) must be on file at the DPW Customer Services Branch, Bldg 4612, NLT 1 March 2002. The designated personnel must have access to the areas where work is to be accomplished and must ensure only valid service orders are submitted. Service orders will be accepted via web site, fax, or call-in.

4. To ensure only valid service orders are submitted, the R&U personnel need to attend Fort Hood's R&U Class, where they learn the correct procedures for submitting service orders and unit responsibilities for facility repair and maintenance. To date, Fort Hood's R&U class has averaged only 78% fill. Scheduling for this class is the same as other Troop Schools, through G3 Schools.

5. These changes are expected to greatly improve our ability to respond to facility problems throughout the installation by allowing workers to focus on valid service orders and reduce non-productive time.

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6. POC is SGM Bryan W. Dorrough, DPW-SGM, 287-3854.

/ORIGINAL SIGNED/

MICHAEL W. PRATT

COL, EN

Director of Public Works

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